



Children's Community  
Health Plan™

A member of Children's Hospital and Health System.

[www.childrenschp.com](http://www.childrenschp.com)

Customer Service: 1-800-482-8010



### Does Children's Community Health Plan cover kids and adults?

Yes! Children's is in our name and many people think we only cover kids. But, we cover kids and adults and have a broad network of providers.

Children's Community Health Plan is owned by Children's Hospital of Wisconsin. We are the only not-for-profit HMO offered in Milwaukee County and southeast Wisconsin. Our priority always has been providing quality care and services.

### We have a great network of hospitals, doctors and other health care providers.

You can choose from more than 5,000 providers in six counties. We always are interested in adding more health care providers to help meet your needs.

### Our members rate us the best in service in Milwaukee and southeast Wisconsin.

In a Children's Community Health Plan survey of our members:

- 91% said they were likely to recommend us to friends and family in need of BadgerCare Plus coverage.
- 95% said the service they received from us was what they expected or more than what they expected.

In the most recent State of Wisconsin survey of all BadgerCare Plus HMOs in southeast Wisconsin, Children's Community Health Plan scored highest in customer satisfaction and was the highest-rated health plan.

For BadgerCare Plus Standard Plan members, there are no co-pays on covered services, except for chiropractors and prescriptions, which are services provided by the State of Wisconsin, not Children's Community Health Plan.

*"I am so impressed by the way  
your people treat me. They make  
me feel like they care."*

- A Children's Community Health Plan member



For help to translate or understand  
this, please call 1-800-482-8010.

Si necesita ayuda para traducir o entender este texto,  
por favor llame al teléfono 1-800-482-8010.

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If you are hearing impaired, call our TDD/TTY line at 1-877-733-6456.

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## We are committed to keeping you and your family healthy.

All of our new members receive a welcome call to see if you have any questions or health care needs. If you don't have a doctor, once you're a Children's Community Health Plan member, we'll help you find one! Customer Service can help you find a doctor or dentist close to home. We also can help you with free transportation for BadgerCare Plus covered services.

We want to make sure you and your children are getting the services you need. We send out reminders about immunizations, check-ups, and other preventive screenings. As a result, our childhood immunization rate exceeds the other HMOs in southeast Wisconsin.

As an incentive to get the services that you need, you and your family will get gift cards if you are up-to-date on your health and dental care.

Our nurses and staff can answer your questions and help you get quality care if you or your child have chronic illnesses including diabetes, asthma, heart disease or concerns about mental health.

## Healthy Mom, Healthy Baby program is here to help.

Children's Community Health Plan wants you to have a healthy pregnancy and a healthy baby. You can enroll in our Healthy Mom, Healthy Baby program and work with a prenatal care coordinator as soon as you find out you are pregnant.

Our coordinator will work with you during your pregnancy to give you support, education and referrals to community resources and programs for both you and your family. You are eligible for our incentive program, Baby Your Baby, which offers gifts for you during and after your pregnancy.

Call (414) 266-3751 for more information.

We are here to help you have a healthy baby. After delivery, you will get a calendar to help you remember all of your baby's care visits and needs.

***"I liked when I received a welcome call. I thought it was great! The representative that called did a good job explaining the plan and benefits."***

*- A Children's Community Health Plan member*

